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Re Application of:

Michael W. Brown et al.

Serial No.: 10/015,380

Filed: 12/12/2001

Title: Managing Caller Profiles Across

Multiple Hold Queues According To

Authenticated Caller Identifiers

Before the Examiner:

Group Art Unit: 2645

Intellectual Property Law Department

International Business Machines Corporation

11400 Burnet Road

Austin, Tx 78758

January 22, 2004

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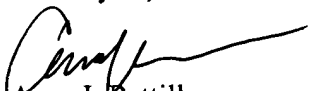
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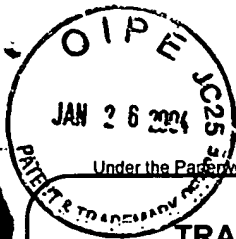
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Thank you,


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1/22/04
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2645

PTO/SB/21 (08-03)

Approved for use through 08/30/2003. OMB 0651-0031

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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/015,380	
	Filing Date	12/12/2001	
	First Named Inventor	Michael W. Brown	
	Art Unit	2645	
	Examiner Name		
Total Number of Pages in This Submission	2	Attorney Docket Number	AUS920010824US1

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